

RICHMOND POLICE DEPARTMENT



11-5
**COMMUNITY, YOUTH AND INTERVENTION
SERVICES (CYIS)
OPERATING MANUAL**

2/09/2010

Chief of Police or Designee

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XIII. PURPOSE

It is the policy of the Richmond Police Department to establish procedures to interact with the communities, to inform all personnel that they are responsible for achieving the Department's community relations objectives and to improve customer service and the development and growth of crime prevention theory and practice. In addition, the Community, Youth & Intervention Services shall provide crime prevention and intervention training and informational presentations, at no cost, to all department personnel, community residents, organizations and businesses of the City of Richmond.

XIII. COMMUNITY CARE TEAM

A. Purpose

The purpose of the Community Care Team is to establish a liaison and interact with community organizations - residential, business, commercial and governmental and other community groups, sectors and precincts to transmit information between the Department and the citizens to support the community policing and customer service philosophy.

B. Scope

1. Target programs by crime type and geographic area on the basis of an analysis of local crime data;
2. Target programs to address the public safety needs of the community and their perceptions or misperceptions of crime;
3. Evaluate the effectiveness of crime prevention programs; and,
4. Assist in organizing Neighborhood Watch and Business Watch Programs, as well as revitalizing old programs, in areas targeted for such activities and maintains liaison activities with these and other interested community groups.
5. If granted the opportunity, provide crime prevention input into development and/or revision of zoning policies, building codes, fire codes and residential/commercial building permits.

C. Roles and Responsibilities

1. Community Care Officers

Community Care Officers are assigned to the Community Care Team. Each officer will be designated as a crime prevention specialist certified through the Department of Criminal Justice

Services and will serve as a liaison between the Unit, the Precincts and the communities within the precinct they serve. In addition to serving as liaisons, they will:

- a. Establish a liaison with community organizations, other community groups, sectors and precincts to transmit/receive information between the Department and the citizens;
- b. Speak to civic associations, businesses and citizen groups on crime prevention, community policing and drug awareness and assist in coordinating Neighborhood Watch (NW) and Business Watch (BW) programs;
- c. Participate in community events and give public safety presentations;
- d. Participate with other jurisdictions and organizations in crime prevention initiatives;
- e. Collect and submit to the Supervisor of the Community, Care Team all information relevant to the quarterly report from all Department members; and,
- f. Develop and administer a survey of citizen attitudes and opinions every three years with respect to:
 - i. Overall Department performance;
 - ii. Overall competence of Department employees;
 - iii. Officers' attitudes and behaviors toward citizens;
 - iv. Community concern over safety and security within the Department's service area; and,
 - v. Recommendations and suggestions for improvements.

2. Supervisor of the Community Care Unit

The Supervisor has the responsibility of maintaining professional and community contacts as they relate to his/her command. As a representative of the Department, he/she takes an active role in the community and participates in identifying and providing law enforcement and customer service needs. To that extent, he/she shall:

- a. Report to the Officer-In-Charge of the Community, Youth & Intervention Unit and be directly accountable to him/her;
- b. Provide Department training needs which have been identified through interviews with citizen representatives, consultations with those involved in internal investigations and conferences with supervisors;
- c. Handle inquiries, requests and complaints according to the Department's established community policing model;
- d. Provide customer service information to employees to help improve the Department's practices bearing on the quality of service provided to our customers;
- e. Publicize Department initiatives, objectives, problems and successes;
- f. Develop community relations policies for the agency as a whole; and,
- g. Prepare and submit to the Officer-In-Charge of the Community, Youth & Intervention Unit, with a copy forwarded to the Planning Division, a quarterly report that includes, at a minimum, the following elements:
 - i. A description of the concerns voiced by the community;
 - ii. A description of potential problems that have a bearing on law enforcement activities within the community;
 - iii. A statement of recommended actions that address previously identified concerns and problems; and,
 - iv. A statement of progress made toward addressing previously identified concerns and problems.
- h. The Officer-In-Charge of the Community, Youth & Intervention Unit shall submit the quarterly report, through channels, to the Chief of Police.

XIII. CITIZEN THEMED POLICE ACADEMIES

- A. Designed to give the public a working knowledge of the Richmond Police Department's personnel, policies, goals and objectives, these academies will vary in length as they are designed to meet the needs of

a particular citizen group. The instruction is comprehensive, covering different areas of the police department. Police officers, supervisors and civilian personnel will conduct each instructional block. The academies may also utilize guest instructors.

- B. Citizen Police Academies are an integral part of the Richmond Police Department's community policing philosophy. A wide spectrum of instruction is offered to ensure the community better understands the police department and to promote community relationships. Topics are customized to meet the needs of that particular group and/or neighborhood.

XIII. RIDE ALONG PROGRAM

A. Purpose

1. It is the policy of the Richmond Police Department to provide citizens with the opportunity to be exposed to the Department's resources and to better understand the operational structure of the Department with hands on experience, knowledge, etc. The Ride-Along Program was created to develop a sense of mutual respect and understanding between the police and citizens in the community.
2. The Ride-Along Program provides an opportunity for both the police officer and the Ride-Along participant to develop mutual respect and understanding through interaction. The program provides an opportunity to clarify the problems and concerns that the officer and the participant may encounter within their community.

B. Procedure

1. Community, Youth & Intervention Unit, Personnel and Recruitment Unit and Public Information Unit:
 - a. The prospective Ride-Along participant must complete a Ride-Along Application and Liability Waiver (PD-9), which may be obtained from the Police Headquarters, any police precinct or on the police website.
 - b. The participant must return the completed PD-9 to the Police Headquarters or any precinct. Media personnel must return the completed PD-9 to the Public Information Unit.
 - c. Once completed PD-9s are received at the Police Headquarters or any precinct, they shall be forwarded to

the appropriate unit noted on the PD-9. A PD-9 without any notation of a unit shall be forwarded to the Community, Youth and Intervention Unit for processing.

- d. The assigned unit, as indicated on the PD-9, will forward the completed application to the Central Records Unit for a records check. Once the records check has been completed and returned to the appropriate unit, the applicant will be notified via email or phone by the appropriate unit that he/she may participate.
- e. The Community, Youth & Intervention Unit and Personnel and Recruitment Unit will forward the completed application and a blank Liability Waiver Form to the Executive Officer of the affected Precinct/Division. The Liability Waiver Form will be signed by the participant, prior to riding with the assigned officer.
- f. The Community, Youth & Intervention Unit, Personnel and Recruitment Unit and Public Information Unit will maintain a record of the applications submitted to their unit, complete with dates and times of those persons participating in the program. The Public Information Unit will maintain records of Media representatives. The Personnel and Recruitment Unit will maintain records of police applicants.

2. Affected Division(s):

- a. When the participant arrives, the Duty Sergeant will check the participant's Driver's License or other form of ID. The Liability Waiver Form will be completed and the participant's name will be placed on the platoon's or division's roster beside the name of the officer with whom the participant will ride.
- b. The officer, to whom the participant is assigned, is responsible for picking up a Ride-Along Badge from the Duty Sergeant and printing the number of the badge in the upper right-hand corner of the Ride-Along application. The badge must be returned to the Duty Sergeant at the end of the officer's tour of duty. The participant must wear the clip-on Ride-Along Identification Badge at all times on the outermost garment of his/her wearing apparel.

- c. The Precinct's Executive Officer will forward the completed application and Liability Waiver Form to the appropriate Unit (Community, Youth & Intervention Unit, Personnel and Recruitment Unit or the Public Information Unit) at the conclusion of the Ride-Along.
- d. Officers assigned to a Ride-Along participant shall operate the vehicle with due regard for the participant's safety.

C. Rules Governing the Program:

- 1. Conviction of any felony or misdemeanor offense involving moral turpitude may prohibit the applicant from participating in the program. All other misdemeanor convictions will be considered on a case-by-case basis.
- 2. The participant must be a U.S. Citizen.
- 3. The participant must report to the designated Precinct. Under no circumstances will the Ride-Along participant be picked up at any other location.
- 4. The participant must be at least eighteen (18) years of age.
- 5. The use of cameras or recording equipment is prohibited, unless prior written approval has been granted by the Chief of Police or designee.
- 6. No participant is allowed into a residence or any other location where the occupant has a reasonable expectation of privacy without having given consent. *Wilson v Layne*, 526 U.S. 603, (1999).
- 7. No Ride-Along participant shall be armed with any weapon, unless prior written approval has been granted by the Chief of Police or designee.
- 8. Only one participant will be assigned to an officer at any one time unless, prior written approval has been granted by the Chief of Police or designee.
- 9. Participants must dress in business-like or neat casual attire to participate in the Ride-Along Program.
- 10. Employee's family member(s) must have special written approval from the Chief of Police or designee to ride with their family member(s).

11. Any law enforcement officer, including the Richmond Sheriff's Office approved as a ride-along participant shall be treated as if in a civilian capacity. These officers shall not be permitted to be in uniform. All rules governing this program shall apply.
12. RPD's officers shall not be permitted to engage in any pursuit whenever there is a non-law enforcement occupant in the vehicle. The officer will not engage in a pursuit, unless that passenger is discharged at a safe location.
13. In extenuating circumstances, a Precinct Commander or designee or the Watch Commander or the Night Supervisor shall be authorized to approve a Ride-Along, provided a waiver is signed prior to the actual Ride-Along. Extenuating circumstances may include the arrival of out-of-town dignitaries or guests who are interested in law enforcement and time is limited for processing the appropriate papers.
14. Any exceptions to these rules will be considered on individual merit by the Chief of Police or designee.

XIII. SCHOOL RESOURCE OFFICER (S.R.O.) PROGRAM

A. Policy

The purpose of this School Resource Officer Program is to provide a uniformed police presence in selected Richmond Public Schools. The officers will be available to handle conflicts, as needed, enforce all necessary federal, state and local codes and laws and to act as a resource with respect to delinquency prevention.

B. Scope

1. The Richmond Police Department is committed to the development and perpetuation of programs designed to prevent and control juvenile delinquency. All members of the Department share the responsibility for participating in and supporting the Youth Services function. The presence of sworn law enforcement officers within the schools is part of a comprehensive school safety program. This program creates a safe school environment for students and staff. A combination of law enforcement, education and community policing responsibilities achieves this objective.
2. Officers assigned as School Resource Officers will not function as school security guards, but will work in conjunction with school security personnel to ensure the safest possible conditions in city

schools. Further, law enforcement officers will develop rapport with students and staff resulting in open lines of communication and transfer of information.

3. The officers will be available to teach and organize outreach programs that will educate the students. These programs, geared toward specific age groups, will be held during and after normal school hours. The officers will be able to provide resources, either in the form of materials or through personal contacts. These programs will be consistent with the Department's community-oriented policing and issue-oriented policing techniques.
4. Each law enforcement officer will be aware of the Richmond City Schools' Code of Conduct. The SRO supervisor will work closely with the highest-ranking school officials to ensure that both Departments are aware of events and security projects.

C. Procedure

The Richmond Police Department will assign officers to selected city schools. The officers assigned to the schools are, first and foremost, law enforcement officers charged with keeping order on school grounds and during school-related activities. These officers will act as a resource with respect to delinquency prevention. The officers will be specially trained uniformed police officers. These officers will be assigned to the Community, Youth & Intervention Services and will receive unit specific skill development upon functional reassignment.

D. Roles and Responsibilities

1. School Resource Officers:
 - a. Identify high-risk behavior or criminal activity in and around the school property.
 - b. Provide timely, pertinent crime-related information to school personnel and security.
 - c. Coordinate student activities, which promote a safe school environment.
 - d. Provide guidance on ethical issues in a classroom setting, such as Class Action, Gang Resistance Education and Training - GREAT and the Police Athletic League.
 - e. Provide individual counseling to students as needed.

- f. Coordinate activities with other divisions/units to provide for additional manpower for educational, safety and security enforcement sessions.
- g. Provide a Class Action component to school curriculum and explain the law enforcement role in society.
- h. Be a resource for identifying potentially violent behavior and aid in reducing or avoiding possible conflicts.
- i. Report at least one-half hour prior to the starting time of their assigned schools. Schedules are flexible with pre-approval from the School Resource Officer's Sergeant.
- j. Report to the school principal's office each day. If the officer is going to leave the assigned school, e.g., for court, school officials will be notified. All officers will be required to mark 10-11 on the radio channel of the Precinct in which their school is located, and to mark 10-7 E.O.T., at the completion of their work day. All officers will also mark 10-11 and 10-7 on the school security radio channel.
- k. Transmit a daily activity report to include number of arrests, number of classroom presentations, number of weapons seized and instances of individual counseling provided to students.
- l. Prepare a daily CAD work schedule, which will show any time the officer leaves an assigned area, e.g. court, presentations at other schools.
- m. Work with the Canine Unit and other specialized units to maximize school safety. To request a specialized unit, the officer will notify the School Resource Officer's Sergeant.
- n. Handle all assigned reports and attend administrative hearings when required at the middle and high schools to which they are assigned.
- o. Notify their supervisor immediately when they are made aware of a serious incident involving employees or students enrolled at their assigned schools, even if the incident occurred outside of school hours and away from school property.
- p. School Resource Officers are encouraged to take their leave during school closings, unless other PAL and/or

Explorer Post duties or training opportunities conflict. School Resource Officers may be assigned to other Department units on an as-needed basis during school closings.

- q. School Resource Officers, at his/her discretion, may write referrals on students. The referrals must be turned in to the principal's office.

2. School Resource Officer's Sergeant:

- a. The School Resource Officer's Sergeant will disseminate all departmental news and pertinent policy and procedure changes to the assigned officers.
- b. The Sergeant will respond to all major and newsworthy incidents occurring in and around the Richmond Public Schools and/or those that involve School Resource Officers.
- c. The Sergeant will monitor the on-duty activities of subordinate School Resource Officers to ensure the optimal utilization of personnel for problem solving by visiting schools, sporting events and activities.
- d. The School Resource Officer's Sergeant will be required to notify, through channels, the affected Precinct Commander of any school conflict that might impact the communities, i.e. neighborhood disputes, threats of retaliation, etc.
- e. In the absence of a School Resource Officer Sergeant, the School Resource Officer at the school will notify the Precinct affected on-duty supervisor.

XIII. POLICE ATHLETIC LEAGUE (P.A.L.)

A. Policy

It is the policy of the Richmond Police Department to manage an innovative juvenile crime prevention-oriented program through the Police Athletic League (PAL). PAL's focus is geared toward improving the attitudes and perceptions of youth growing up in high-crime areas in order to reduce their desire or willingness to break the law by means of interaction and involvement with law enforcement employees and physical activity. The Department is committed to the development and perpetuation of programs designed to prevent and control juvenile delinquency.

B. Scope

1. PAL's program goal is to provide alternatives to crime for at-risk youths by providing athletic and other activities that stress fair play and good sportsmanship; teach self-discipline and respect for others; and encourage individual responsibility by providing cultural experiences that broaden their horizons. In addition, PAL aims to help youth develop self-esteem and expand their horizons so that they may achieve their potential to be caring, contributing and self-sufficient adults.
2. PAL's mission is to assist at-risk youth to grow and develop in positive ways, become productive and law abiding citizens by providing organized programs supervised by police officers who serve as role models, and foster mutual respect and better cooperation between the police and the communities they serve.
3. The Police Athletic League, Inc. is a non-profit organization of concerned community participants partnered with the Richmond Police Department. The PAL, Inc.'s Board oversees the funding of the Program's activities and other expenditures.

C. Organizational Structure:

1. The PAL Program is part of the School Resource Officer (SRO)/PAL Team. The Officer-In-Charge (OIC) of PAL provides administrative direction for personnel in the PAL Program.
2. The responsibility of supporting the agency's juvenile operations function is shared by all agency components and persons. Only SRO officers are assigned as officers to the PAL Program; however, any/all Department employees are encouraged to participate voluntarily in the program, when available.
3. In the absence of the OIC, the PAL Coordinator shall be responsible for the program's operations.
4. The OIC or designee also serves as the Executive Director of PAL, Inc. The duties of the Executive Director are outlined in the By-laws of that organization.
5. The PAL OIC reports to the Lieutenant of the Community, Youth & Intervention Unit.

D. Roles and Responsibilities:

1. Duties of the PAL OIC:

- a. The OIC of PAL shall be responsible for developing programs, recruitment, training and selection of personnel, and procurement and maintenance of equipment and supplies for PAL.
- b. The OIC shall review all programs annually and prepare a written evaluation of the quantitative and qualitative elements of each program.

2. Duties of the PAL Coordinator:

Maintains the records and reports on individuals who participate in the program.

3. Duties of the PAL Officers:

All officers assigned to the Police Athletic League will be governed by the Policies and Procedures of the Richmond Police Department. The role model aspect of the PAL Program assignment requires that officers will be ever vigilant in conducting themselves in an exemplary manner, maintaining a high standard of performance and a positive image;

- a. The overall operation and supervision of the PAL Program activities, including securing necessary equipment, meeting League requirements (i.e. physicals and insurance), and supervising all PAL volunteers;
- b. Evaluation of existing PAL Programs, including safety aspects;
- c. Research and development of new programs and activities;
- d. Recruitment of area youth for PAL membership and adults to serve as volunteers, and completing all necessary paperwork;
- e. Ensuring that background checks are completed for all volunteers;
- f. Compilation and maintenance of membership files, team rosters, parent/volunteer information and activity/attendance records;

- g. Inspection, inventory control, and record keeping of all equipment, including vehicles to ensure cleanliness, maintenance, accountability, repair and safety;
 - h. Evaluation and reporting needs for new or additional equipment or supplies;
 - i. Compilation of all required reports, including Activity Reports;
 - j. Build close positive relationships in all dealings with outside agencies, community and civic organizations, volunteers, area citizens and fellow officers;
 - k. Keeping the PAL OIC or designee informed of all information relevant to the operation of the PAL Program; and,
 - l. Coordination of participant activities, which promote a safe social environment and provide of guidance on ethical issues using Class Action training. This includes such topics as conflict resolution, law-related education, resistance to peer pressure, and resistance to gangs, drugs, and alcohol.
4. Duties of Sector Commanders:
- a. Shall provide personnel support when requested by the PAL OIC and,
 - b. Shall identify youth to participate in the PAL program when requested by the PAL OIC.

XIII. COMMUNITY ASSISTED PUBLIC SAFETY (C.A.P.S)

A. Procedure

- 1. To insure that C.A.P.S. is used in the best interest of the City and all agencies involved, specific criteria differentiate C.A.P.S. initiatives from ordinary code enforcement activity. That criterion is:

The problem must require the attention of two or more city agencies and meet one of the following additional criteria:

- a. The problem must have a standing history, or
- b. The problem must have had previous enforcement action, or
- c. The problem must be public safety related.

2. To address these problems properties, C.A.P.S. employs three key strategies:
 - a. Extensive partnerships with citizens
 - b. Education on the elements of a healthy community
 - c. Proactive enforcement of laws and ordinances
- B. C.A.P.S. is organized by precincts. Within each precinct, a C.A.P.S. team works with the department Environmental Officer and neighborhood representatives to address properties that negatively impact the quality of life in the district.
- C. The C.A.P.S. team is comprised of a property maintenance inspector, who serves as team coordinator, police officer, zoning officer, health inspector, fire marshal and tax enforcement officer. The team also involves a variety of other agencies that are called on as needed on a case-by-case basis.
- D. To ensure that the C.A.P.S. teams can address the most critical properties within each precinct, each team will generally limit its workload to 20 total cases using the following parameters:
 1. Ten (10) cases identified by the C.A.P.S. zone committees as the top priorities for the zone
 2. Five (5) cases referred by the Department of Community Development
 3. Five (5) cases referred by the Police Department
- E. The team uses combined enforcement activity to maximize the capability of all city, state and federal agencies to achieve code compliance at properties that are a public nuisance. When combined enforcement is exercised there is a better chance for compliance. The team has a better opportunity to enforce more codes and ensure that the root of the problem is exposed, therefore making sure that proper corrections of the violations are achieved.
- F. Roles and Responsibilities:
 1. C.A.P.S. is responsible for maintaining the §18-2.258 data base that lists all properties that have been found in violation of this code. They are also responsible for sending out and tracking all certified letters to the owners of these properties. Many times the leaser is not the owner of the property and researching the city data base is done in all cases.

2. C.A.P.S. is responsible for all investigations assigned to the unit that includes all criminal and city code violations.
3. C.A.P.S. coordinates combined enforcement efforts with several city, state, and federal agencies depending on the case. Agencies include the Internal Revenue Service, Federal Bureau of Investigations, Alcoholic Beverage Control, Homeland Security and the Environmental Protection Agency.
 - a. Work with ABC and other law enforcement agencies to combat local welfare fraud.
 - b. Work with private corporations on property crimes involving the illegal selling of counterfeit items and utility thefts.
4. C.A.P.S. officers respond to all search warrants throughout the city, working closely with narcotics.
5. C.A.P.S. does extensive research on properties to determine who and where an owner lives/works/or is associated with, and tracks the owners to serve warrants and abate community and sector problems.

XIII. THE TRUANCY REDUCTION AND PREVENTION PROGRAM (TRAPP)

A. Mission

Richmond's Truancy Reduction and Prevention Program (TRAPP) has two primary components that respond to the city's overall truancy rate, as well as provide focused intervention in selected neighborhoods where there are both high truancy rates and its attendant correlation to crime.

B. Goal

The goal of TRAPP is to implement a comprehensive plan which

1. holds parents and students accountable;
2. changes the culture of schools from passive acceptance to high expectations;
3. empowers citizens to take action against truants;
4. assesses and prioritizes the community's risk factors associated with truancy and delinquent behavior; and,
5. successfully develop strategies that will reduce and prevent truancy.

C. Strategies to the Truancy Program

1. There are two primary strategies to the Truancy Reduction and Prevention Program initiative:
 - a. A focused intensive neighborhood approach (TRAPP) and,
 - b. A citywide presence in conducting truancy sweeps, assessment and service linkages for truants and their families. The proposed truancy initiative will include individual and family assessments, academic support, parent education, youth employment, family counseling and support, drug prevention initiatives, aggressive case management, employment and other programs.
2. Focused Intensive Neighborhood Approach Strategy:
 - a. The Richmond Police Department and the Department of Justice Services have identified three Richmond neighborhoods where there is a high intersection of crime and truancy rates. Truancy rates for elementary and middle schools were overlaid with neighborhood crime rates. The analysis of correlation between truancy and criminal activity yielded three specific neighborhoods. Three service sites in each neighborhood, with the same staffing pattern. Each service site will be staffed by one site coordinator, two case managers and one school liaison.
 - b. Identified Communities:
 - Hillside TRAPP - *Schools – Oak Grove-Bellevue and Blackwell Elem. & Thompson Middle School*
 - Highland Park TRAPP - *Schools – Overby Sheppard Elem. & Chandler Middle School*
 - Mosby TRAPP - *Schools – Fairfield and Woodville Elem. & Martin Luther King, Jr. Middle School*
3. City Wide Strategy:
 - a. The second component of the strategy will expand on citywide daily truancy sweeps and assessment/processing truant youth through the City's Diversion and Truancy Center. Providing twice daily truancy sweeps on school days will increase awareness of truancy throughout the

city and re-engage students and their families into the educational process.

- b. The initiative will allow for the identification of students, who are out in the community during school hours, and the transporting of these students to the Diversion Center where their attendance status and involvement with other public service agencies will be assessed and issues underlying the truancy behavior identified. Based on these assessments the truants parents will be contacted and engaged in developing a plan to affect their children's attendance. Students will be brought back to their school on the day they are picked up.

D. Staffing:

- 1. Truancy officers that perform daily sweeps throughout the city and complete 5 day intervention plans as well as retrieve those students who have withdrawn from school (W9's).
- 2. School liaisons those are responsible for the 3 day intervention plans.
- 3. Case Managers that are responsible for providing counseling, groups and completing intervention plan.

E. Community Involvement:

- a. A community hotline has been established to alert citizens of their responsibility to report truants. The hotline will feed into the Diversion Center and will be staffed from 0700 to 1500 hours Monday through Friday.
- b. To increase the number of Truancy CHINS (CHildren in Need of Supervision) and Failure to Send Petitions from previous years. (The petitions holding students and parent accountable went from 9% to 44%).

F. Positive Partnerships & Accomplishments

- 1. Conduct a Mass Truancy Meeting with Schools to discuss all issues and changes pertaining to truancy for the new school year. This meeting includes all Asst. Principals, Attendance Worker, Social Workers, all Justice Services, Juvenile Court and Judges, Police Truancy Staff, Resource Officers, Department of Social Services (DSS), and Richmond Redevelopment and Housing Authority (RRHA).

2. Implement an Executive Truancy Committee made up of members from Schools, Justice Services, Police, DSS, RRHA, Courts and Communities in Schools to discuss truancy issues on a bi-monthly bases or as needed so that immediate attention can be directed to resolving concerns.
3. Developed a Truancy FAPT (Family Assessment Planning Team) which is a multi-agency team (Schools, DSS, Court, Richmond Behavioral Health Authority (RBHA), Community representative and Truancy) that assess youth and families in an effort to provide resources and services to meet each family's specific needs. (*First in the State of VA*)
4. Set up summer camps in four intensely focused communities:
 - Hillside
 - Highland Park
 - Mosby
 - Gilpin

IX. HOPE Unit

A. Description

Homeless Outreach Partnership and Enforcement is exactly what it states in the name. We engage the homeless community, perform outreach, we form partnerships with the community and businesses and we also enforce the laws of The Commonwealth of Virginia.

B. Purpose

H.O.P.E. is a unit designed to perform outreach, partnering with service providers and businesses to assist Sectors Officers with issues or concerns centered on homeless individuals.

C. Scope

1. Target areas with a high percentage of homeless individuals.
2. Address complaints received by the Police Department from citizens, businesses and other agencies in and around the city.
3. Partner with state, city and private agencies to address issues and concerns in and amongst the homeless community.

4. Conduct outreach in the homeless community to educate and direct individuals to the appropriate place for assistance.

D. Roles and Responsibilities

1. HOPE Officer

Hope officers are assigned to the HOPE Team. Each Officer is knowledgeable on the services provided to the homeless community. They serve as liaisons between the police department and the homeless community to include service providers. In addition to serving as liaisons, they will:

- a. Complete a daily activity report to be sent out to the Sector Lieutenants to advise them of the recent activity of the Hope team.
- b. Address complaints and report back to the complainant in a timely manner of the outcome.
- c. Participate with Homeward during their semi-annual point in time count.
- d. Speak to civic groups, organizations, businesses, and to law enforcement officers about homelessness and ways to assist homeless individuals.

2. HOPE Supervisor

The Hope supervisor is assigned to the Hope team and falls under Community Youth and Intervention Services. The supervisor has the responsibilities of maintaining the professionalism and the community contacts as they relate to his/her command. As the supervisor he/she takes the role in the community and participates in identifying and providing law enforcement needs within the homeless community.

- a. Report to the Officer-In-Charge of the Community Youth and Intervention Services and be directly accountable to him/her;
- b. Provide Department training needs as it relates to homeless issues within the community.
- c. Handle inquiries, requests, and complaints and make sure the officers under his/her command address those issues in a safe and appropriate manner.
- d. Make sure his/her officers have the skills, tools, training and resources to do their job.

X. Young Adult Police Commission

A. Description

The Young Adult Police Commission (YAPC) is a youth advisory board that is conducted in partnership with the City of Richmond Public Schools and the Richmond Police Department. This board was created by Chief Bryan Norwood to build a better relationship between the Richmond Police Department and the youth in the City of Richmond. There are twenty youth currently sitting on the board representing every high school in the city. To join the board, students must be in the 11th or 12th grade and be recommended by the school principal and the Richmond Police School Resource Officers. Once students are nominated, they have an interview with sitting members on the board and must be selected. Once they are selected, they are sworn in by the city Clerk's Office.

B. Purpose

The focus of the Young Adult Police Commission is to give a voice to the youth of the city about issues that affect them and provide opportunities for youth to partner with police on problem solving strategies and discuss policing in general to give them a better understanding of what the police department does. They are expected to attend weekly meetings from September through May. Transportation is provided by the School Resource Officer that works in their school.

Youths are often faced with challenges and choices that can place them in jeopardy or that can lead them to an undesirable future. With this commission we will develop a better understanding of these challenges and initiate some problem solving strategies. They created their own mission statement to describe their goals:

WE SERVE THE COMMUNITY

**WE ARE STUDENTS MAKING STRIDES TO IMPROVE OUR SCHOOLS
AND NEIGHBORHOODS**

**WE ARE DEDICATED TO BRIDGING THE GAP BETWEEN OUR
GENERATION AND LAW ENFORCEMENT**

C. Scope

The Young Adult Police Commission meetings help them with the following:

- Life skills
- Career building skills
- College skills
- Social skills
- Venues for their peers to have a voice

They organize many events throughout the year to include (but not limited to):

- Poetry Slams (Spoken Word)
- Board of Education discussions
- Teen Forums
- Town Hall Meetings

D. Roles and Responsibilities

The Chief of Police is the Officer-In-Charge of the Young Adult Police Commission. The staff of the CYIS unit mentors and facilitates projects set forth by the Chief of Police.

XI. Volunteers in Policing (VIP) Program

A. Description

The Richmond Police Department offers a program allowing for civilian volunteer assistance to ease the increasing workloads of sworn officers and civilian employees. In keeping with the mission of community policing, it is our intent to promote an environment that encourages city and neighboring residents to work in partnership with their law enforcement officers, thereby developing public support for the police and expanding the scope of service delivery. Volunteers are civilians, affiliated with the Richmond Police Department in a part-time, unsalaried, non-sworn capacity because of his or her interest in contributing to and supporting the Richmond Police Department's mission.

B. Scope

The Richmond Police Department seeks to recruit volunteers who are mature individuals with good judgment, common sense, and a motivation to provide a service consistent with the department's mission, values and goals. It is the Richmond Police Department's policy and practice to select and assign volunteers based on qualifications, without regard to race, religion, color, national origin, gender, age or disability. Volunteers support and enhance the workforce and do not displace paid employees. Volunteers are recruited from the Richmond Citizen Police Academies and other Departmental contacts and referrals.

RPD Volunteers:

- Enhance the reputation of the Richmond Police Department.
- Make positive and constructive contributions to the delivery of service.
- Become familiar with police operations in order that they may be aware of the range and availability of services and facilitate their access to those services.
- Assist in the performance of technical and administrative non-enforcement tasks, in order that sworn and civilian employees may devote more time and energy to higher priority professional pursuits.

VIP Coordinator:

- Provide support for the VIP Program as determined by the VIP Program Manager.

- Maintain a database of VIP volunteers.
- Carry out administrative functions such as meeting notifications, filing, data entry, etc.
- Coordinate requests for volunteer support and the assignment of volunteer personnel.
- Recruit, screen, and assist in selecting applicants for various Citizen Academies and other VIP program activities.
- Coordinate orientation, training, supervision, evaluation and recognition of volunteers.
- Maintain reports of activities as requested by the VIP Program Manager.

VIP Program Manager:

- Develop and oversee the entire VIP Program.
- Supervise the maintenance of a database of VIP volunteers.
- Develop policies and procedures for the VIP Program, which includes orientation, training, supervision, evaluation and recognition.
- Design programs and supervise the creation of position descriptions.
- Attend community and RPD functions as necessary.
- Ensure that proper documentation is maintained to provide required programmatic and historical information.
- Supervise the VIP Coordinator and other staff, paid or volunteer, necessary to implement the VIP Program.

Requests for Volunteers

To maintain continuity, consistency, and quality control, all requests for volunteer support are submitted to and processed by the VIP Coordinator. Requests for volunteer support should be written. The supervisor fills out an Application for Volunteers in Policing which is available on the server. The VIP Coordinator then creates/compiles a VIP Job Opportunities Bulletin. The Job Opportunities Bulletin is posted on-line as well as promoted through telephone solicitation. The time required to process a request for volunteer support varies according to the availability of volunteers meeting the requirements of the position. Every effort is made to fill requests and assign volunteers as quickly as possible. The VIP Coordinator will process volunteer applications and evaluate an applicant's skill to ensure proper job placement. The VIP Coordinator will be responsible for maintaining records of all hours worked by volunteers. The recorded hours are to be submitted to the VIP Coordinator by the unit supervisor who is overseeing the volunteer's work.

C. Orientation and Training

All volunteers are required to successfully complete training in all tasks which they will be authorized to perform prior to performing the tasks.

In order to participate in the volunteer program, all volunteers will submit to an annual record check and be approved to work a specific assignment. Different levels of volunteerism require different levels of clearance as determined by the Department Unit.

The first day on the job, the volunteer is taken on a tour of the assigned work site, given access instructions, introduced to staff, and briefed on unit operations. The volunteer is provided with a position description, if available, or upon development of a position description (in the case of new job functions). In the case of new job functions, will be provided with the new one as soon as it is developed. This must be accomplished within a reasonable time frame and will be implemented by the unit supervisor in conjunction with the VIP Coordinator.

Volunteers will become familiar with Departmental policies and procedures. On-the-job training is sufficient for most positions; however, specialized training may be required for some clerical skills, computer applications, victim assistance, and other topics. It is the responsibility of the supervisor of that particular area or unit to notify the VIP Coordinator of specialized training needs. The VIP Coordinator will arrange for any special training as approved by the VIP Program Manager or other appropriate supervisory personnel. (N.A.O.s receive additional training to meet the specialized skills needed to perform their duties.) Investing the time in adequate training is essential to reap maximum benefits from the volunteer's work and assure job satisfaction.

D. Volunteer Procedures

All volunteer candidates shall adhere to the following regulations:

1. Background investigations, including a records check and identification photograph, will be completed for each volunteer.
2. Applicants with any criminal history must be approved by the RPD's Executive Officer.
3. Long term or ongoing volunteer assignments must be filled by people who have completed a citizen police academy. Short term assignments may be filled by volunteers who have a specialized skill and who have been given an orientation by the VIP Coordinator and/or appropriate unit supervisor.
4. Short term volunteers are expected to fulfill specific needs on a temporary basis. (Examples include specialized language, computer and technical skills.)
5. Each volunteer will be provided a picture identification card which identifies the person as a volunteer for the Richmond Police Department.

6. A monthly time sheet must be maintained by each volunteer. The volunteer is responsible for getting the unit supervisor to sign his/her time sheet at the end of each work assignment. The unit supervisor then submits the time sheet to the VIP Coordinator on a weekly basis. The volunteer may also keep a copy of the time sheet for his/her records.
7. Non-uniform volunteers will wear neat casual business attire in compliance with the department's policy on clothing for non-uniformed civilian personnel. Failure to follow this requirement may result in dismissal from the program. Citizen Police Academy polo shirts and jackets may be worn.

E. Limits of Authority

The duties and responsibilities of the volunteer must be clearly addressed at the outset to avoid confusion or misunderstanding about the expectations of the assignment. The volunteer can be held accountable only for those tasks for which the volunteer has received training.

1. Volunteers are not assigned duties requiring the authority of a sworn officer. Their responsibilities are strictly non-enforcement.
2. Volunteers should not replace employees, but support and supplement those functions performed by paid staff. They should not be held exclusively responsible for the completion of critical or time-sensitive tasks. Rather, they may assist with those tasks under the direct supervision of paid staff.
3. Volunteers, with the exception of Police Explorers and N.A.O.s will not wear uniforms. They may purchase apparel bearing police insignia, e.g., caps, tee shirts, jackets, etc, if these items are available to the general public. Volunteers are advised to use discretion when wearing such apparel.
4. Volunteers are authorized to operate unmarked city vehicles if properly certified and licensed by the City to operate a city vehicle and directed by their supervisors for the purpose of carrying out specific functions such as mail delivery or other work related errands.
5. Volunteers will only perform assigned duties. They will not abuse computer privileges or confidentiality as described in the Richmond Police Department General Orders Manual. To clarify roles, responsibilities and expectations, a standardized Work Agreement of Understanding will be signed by all volunteers.

F. Supervision

Volunteers commit their time to support of the Richmond Police Department's staff, and should be treated with courtesy, respect, and fairness. Volunteers take their work seriously and want to be held accountable for their performance and the commitment they have made to this department. The volunteer should have a supervisor to whom the volunteer can turn to for guidance and questions. Direction

and support must be clear and consistent if the volunteer is to do a good job. Volunteers are expected to report when scheduled and maintain a record of work hours. Volunteers who neglect to report for duty or inform either the unit supervisor or the office of the VIP Coordinator are in violation of the Work Agreement of Understanding.

H. Evaluation/Dismissal

Communication regarding the work performance of volunteers is strongly encouraged between the unit supervisor and the VIP Coordinator. The VIP Coordinator and the unit supervisor shall conduct periodic evaluations, to assess the volunteer's job satisfaction and the success of the volunteer's placement. A volunteer may be dismissed for poor work performance, refusal to follow orders, and/or blatant breaches of policy or procedure, violation of the law, or "conduct unbecoming" which casts the Richmond Police Department or its members in an unfavorable light. In view of the sensitive nature of police business, even the appearance of impropriety may result in a volunteer's dismissal.

I. Recognition

Recognition is an ongoing process and serves to motivate volunteers for service not compensated by usual means. Volunteers, like paid employees, need to feel recognized and appreciated for their work. Recognition comes in many forms from a simple greeting or words of thanks to an award at a RPD event. Providing meaningful work, name badges, job titles and including volunteers in unit meetings or decision making processes as "part of the team," also serve to reinforce their value to the agency and provide recognition.

XIII. NEIGHBORHOOD ASSISTANCE OFFICER (NAO) PROGRAM

- A. This program was created in 1978. Its purpose was, and still is, to assist the Richmond Police Department in non-law enforcement duties. Neighborhood Assistance Officers (N.A.O.s) are not sworn police officers and do not have arrest powers, nor are they empowered to carry weapons at any time while on duty.
- B. The NAO's are uniformed civilian volunteers and regularly represent the Department at various functions. As such, the position of Chairman is appointed by the Officer-In-Charge of the Community, Youth & Intervention Unit on an annual basis. The length of appointment will coincide with the calendar year.
- C. NAO's are selected graduates from the Richmond Police Department Citizen Police Academies. Because of the specialized skills needed to perform the job of a N.A.O., they are required to attend a Basic

Neighborhood Assistance Officer Academy. Training consists of traffic direction, crowd control, first aid, environmental and quality of life issues and techniques, radio training, driving training, rules & regulations, general orders, self defense, missing person investigation, use of the city's vehicles, observation techniques, military courtesy and wearing and care of the uniforms.

D. Members of the NAO program are required to annually submit to a complete VCIN/NCIC background and DMV check.

E. Procedure

1. Emergency N.A.O. Recall Procedures:

- a. In an emergency situation, where extra manpower will be needed within the Richmond Police Department for a short duration, N.A.O.s may be recalled (i.e., to assist with a large fire, a missing child that requires a large area search, storm damage, etc.).
- b. N.A.O.s should only be recalled if the emergency is expected to last at least four hours. Most volunteers have outside employment and work during daytime hours. Due to the N.A.O. schedules, their arrival times will vary and may exceed several hours. Consequently, a recall will be most effective between 1600 and 0200 hours Monday through Friday and weekends.
- c. A Sergeant or higher rank employee shall determine if extra manpower is needed for an emergency assignment.
- d. A meeting place shall be established for the recall (i.e. Command Post, Precinct or the scene of the emergency).
- e. A Sergeant or higher rank employee shall contact Unit 9 for approval to begin an N.A.O. callout.
- f. Once approval is granted, the Sergeant or higher rank employee shall request the Division of Emergency Communications (D.E.C.) to initiate a callout and advise the number of N.A.O.s needed and the meeting place.

2. If N.A.O.s are needed:

- a. The D.E.C. shall contact the Community Care Team Sergeant and provide the location to respond, the number of N.A.O.s needed and the reason for the call out.

- b. The Community Care Team Sergeant shall contact the remaining list of all available N.A.O.s until the number is reached or all numbers are contacted.
- c. The Community Care Team Sergeant shall contact D.E.C. and advise them of the number and names of N.A.O.s responding.
- d. N.A.O.s shall respond in uniform to the designated location in a lawful fashion.
- e. If the emergency situation should end before the N.A.O.s arrive, the Community Care Team Sergeant shall remain at the designated location until all responding N.A.O.s have been notified and released.

XIII. EXPLORER POST 610

A. Purpose

The Richmond Police Department in conjunction with the Learning for Life Division of the Boy Scouts of America has established an Explorer Post. The purpose of this section is to establish the policy and procedure for the operations of Explorer Post 610. As part of the Richmond Police Department's community policing and out reach efforts, it is the policy of the Department to encourage and provide opportunities for young adults to explore law enforcement opportunities.

B. Scope

- 1. Exploring is a program of law enforcement opportunities for young adults under the guidance of police officers. Young men and women voluntarily come together with police officers who provide a positive force in the lives of the explorers through examples of their character, citizenship traits and knowledge.
- 2. Exploring helps young people define their present and future roles as law enforcement professionals, through organizational and program methods related to their needs. In addition, it also provides youth with self-motivation and self-control activities that involve them in social, vocational, outdoor activities, citizenship, personal fitness and service experiences which are flexible and relevant to their immediate interest.
- 3. Police Department members who have contact or work with members of the Explorer Post are asked to assist in the motivational process by demonstrating exemplary performance

of duty and displaying exemplary attitudes towards the explorers, citizens, and the Police Department.

4. Explorers are not sworn officers and shall not be assigned to duties requiring law enforcement status. It is anticipated that the Explorers will assist the Police Department in a variety of activities such as traffic control at special events and other work projects as assigned. Explorers shall receive training appropriate to the duties and activities anticipated.

C. Procedure

1. Criteria for Explorer Membership:

- a. Applicants must be between 14 and 20 years of age.
- b. Parental approval is required if the applicant is under 18 years of age. The application process also requires the signatures of the Explorer applicant and his/her parent(s) or legal guardian on a general liability release form.
- c. In addition, the applicant must maintain good academic and community standings.

2. Rules of Conduct:

- a. Explorer members shall adhere to the rules of conduct governing expected behavior and performance, as set forth by the Constitution and By-Laws of Explorer Post 610.
- b. At all times, whether in official uniform or not, Explorers shall conduct themselves in a polite and courteous manner.
- c. Explorer members shall adhere to the Richmond Police Explorer Post #610, Ride-Along guidelines.

3. Wearing of the Official Uniform:

- a. Explorers shall wear the proper "Uniform of the Day" whenever they attend meetings or are called upon to participate in any police-related activities or functions.
- b. The Explorer's official uniform clearly distinguishes them from sworn officers. It will consist of an issued gray shirt with prescribed shoulder patches, navy blue trousers, navy blue tie, navy blue hat, black shoes, black socks,

black belt with silver colored buckle, Explorer name tag, Explorer accessories and medals.

- c. Except while on-duty, Explorers are prohibited from wearing or displaying any portion of their official uniform.
- d. Explorers shall adhere to the Department's personal appearance and grooming standards, as set forth in the Richmond Police Department's Policy and Procedure Manual.

4. Responsibilities of Police Department Participants:

- a. The Chief of Police or his designee must approve any Police Department member who volunteers to work this assignment. The School Resource Officer Sergeant or designee is charged with the responsibility of supervising the Explorer Program activities and functions.
- b. Police officers assigned to the Explorer Program serve in the following capacities: senior advisor, an administrative advisor, programs advisor or associate advisors.
- c. The Department is prohibited from utilizing the Explorers to perform covert activities.

5. Explorer Leadership:

Explorers are guided, advised and supervised by the Police advisors. However, as much as possible, the Post is to be led by its own members. The Post will elect a president (captain), an administrative vice-president (lieutenant), programs vice-president (lieutenant), quartermaster (sergeant), and administrative assistant (sergeant). Rank is displayed on the uniform worn during their term in office. Post officers will be selected or elected for a period of one year.

6. Exploring Law Enforcement:

- a. Explorers will receive classroom training in various aspects of law enforcement by Police personnel. Advisors will maintain records of the training for Explorer recognition and scholarships.
- b. Explorers will be permitted to ride along with police officers upon receipt of at least one parent or legal guardian's written approval and signature on the appropriate departmental forms including, but not limited

to, a waiver and upon written approval from the appropriate police personnel. They will act as observers and students. Furthermore, with proper equipment and training, they may assist with traffic control, crowd control and other duties. As always, with any ride-along, they are not to be placed in a hazardous situation. Explorers under 18 years of age are the exception to the rule that prohibits individuals less than 18 years of age from participating in a ride along.

- c. Explorers will be encouraged to volunteer their time by working within the various units and divisions of the Richmond Police Department and other law enforcement agencies in order to be of service and advance their knowledge.